



DES Computer Order Accounting – Current Process Mapping

Summary

Document the current process for ordering computers through Accounting



Using Lean Value-stream mapping, we were able to visually see and better understand the process. We identified opportunities for improvement for further evaluation and possible implementation.

Team

Sponsors:

- Clark Freise
- Susan Carlson

Participants:

- Elaine Bolduc
- Kim Boone
- Susan Carlson
- Jocelyn Degler
- Traci Knieriemen
- Muriel Lajoie
- Sharon Drolet
- Heather Pike
- Dave Cormier
- Theresa Finnemore
- Brian Voelk

Facilitators:

- Dean Robinson
- Dan Hrobak

Contact

- Susan Carlson

The Process

We documented the computer hardware ordering process from when it reaches the COO to when it is order is confirmed by the vendor. We looked at the paper order process as well as the internal tracking, NH First and R&R systems.

The Problem

- Current process is not well-documented
- There are many steps in this process, which may not be value-added
- Orders being kicked back for unknown reasons

The Goals

- Document the procedure
- Create a common understanding of the computer hardware ordering process for the benefit of stakeholders and customers

The Lean Process

The event took place over one day. With input from stakeholders and participants, we:

- Reviewed the goals of the project
- Mapped the current process using swim lanes.
- Reviewed the current swim lane maps and brainstormed bright ideas to be considered at a later time

The Results

The new process the team came up with has the following benefits:

- Documented process maps for FPO orders, Class 030 orders and Class 027 orders
- Twenty-six bright ideas to help improve the process
- Better understanding of the current process
- Great Lean training opportunity for all team members.

